

CLAIM AMENDMENTS

IN THE CLAIMS:

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1. (Currently Amended) A method for facilitating mediated virtual communication, comprising:

receiving, at a mediation system, a designation of an availability status of a mediation subscriber at a mediation subscriber communication device, the availability status indicating an availability of the mediation subscriber for receiving voice-based communication at the mediation subscriber communication device;

generating a pending mediated commitment based on the availability status, the pending mediated commitment indicating a scheduled commitment with a mediated party;

receiving, at **[[a]] the** mediation system, an altered context component;

determining **[[a]] the** pending mediated commitment associated with the altered context component; and

facilitating, by the mediation system, a mediated follow-through operation for altering the pending mediated commitment according to the altered context component, thereby producing an altered mediated commitment.

2. (Original) The method of claim 1 wherein receiving an altered context component includes receiving an altered availability status.

3. **(Currently Amended)** The method of claim 1 wherein facilitating the mediated follow-through operation includes:

determining a revised follow-through action;

preparing a revised follow-through communication including the revised follow-through action; and

attempting to contact, via a mediated party communication device, **[[a]] the** mediated party associated with the pending mediated commitment.

4. **(Currently Amended)** The method of claim 3 wherein facilitating the mediated follow-through operation includes transmitting, for reception by the mediated party communication device, the revised follow-through action in response to **[[a]] the** mediated party being contacted.

5. **(Currently Amended)** The method of claim 4, further comprising:
transmitting a postponement message for reception by the mediated party communication device in response to the revised follow-through action being unacceptable to the mediated party; and

updating ~~the~~ a mediated activity data set to reflect the postponement message being communicated.

6. **(Currently Amended)** The method of claim 4 wherein facilitating the mediated follow-through operation includes performing **[[a]] the** mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.

7. **(Currently Amended)** The method of claim 6, further comprising:
transmitting a postponement message for reception by the mediated party communication device in response to the mediated follow-through operation being unsuccessful at producing ~~[[an]]~~ the altered mediated commitment; and
updating ~~the~~ a mediated activity data set to reflect the postponement message being communicated.
8. **(Currently Amended)** The method of claim 6, further comprising;
updating ~~the~~ a mediated activity data set to reflect ~~[[an]]~~ the altered mediated commitment in response to the mediated follow-through operation successfully producing ~~[[an]]~~ the altered mediated commitment.
9. **(Currently Amended)** The method of claim 1 wherein facilitating the mediated follow-through operation includes:
determining a revised follow-through action;
preparing a revised follow-through communication including the revised follow-through action; and
attempting to contact, via ~~[[a]]~~ the mediation subscriber communication device, ~~[[a]]~~ the mediation subscriber associated with the pending mediated commitment.
10. **(Currently Amended)** The method of claim 9 wherein facilitating the mediated follow-through operation includes transmitting, for reception by the mediation subscriber communication device, the revised follow-through action in response to ~~[[a]]~~ the mediation subscriber being contacted.

11. **(Currently Amended)** The method of claim 10, further comprising:
transmitting a postponement message for reception by the mediation subscriber communication device in response to the revised follow-through action being unacceptable to the mediation subscriber; and
updating ~~the~~ a mediated activity data set to reflect the postponement message being communicated.

12. **(Currently Amended)** The method of claim 10 wherein facilitating the mediated follow-through operation includes performing ~~[[a]]~~ the mediated follow-through operation in response to the revised follow-through action being acceptable to the mediation subscriber.

13. **(Currently Amended)** The method of claim 12, further comprising:
transmitting a postponement message for reception by the mediation subscriber communication device in response to the mediated follow-through operation being unsuccessful at producing ~~[[an]]~~ the altered mediated commitment; and
updating ~~the~~ a mediated activity data set to reflect the postponement message being communicated.

14. **(Currently Amended)** The method of claim 12, further comprising;
updating ~~the~~ a mediated activity data set to reflect ~~[[an]]~~ the altered mediated commitment in response to the mediated follow-through operation successfully producing ~~[[an]]~~ the altered mediated commitment.

15. **(Currently Amended)** A method for facilitating mediated virtual communication, comprising:

receiving, at a mediation system, a designation of an availability status of a mediation subscriber at a mediation subscriber communication device, the availability status indicating an availability of the mediation subscriber for receiving voice-based communication at the mediation subscriber communication device;

generating a pending mediated commitment based on the availability status, the pending mediated commitment indicating a scheduled voice-based communication from the mediation subscriber to a mediated party;

receiving, at **[[a]] the** mediation system, an altered ~~context component~~ availability status;

determining **[[a]] the** pending mediated commitment associated with the altered availability status; and

facilitating, by the mediation system, a mediated follow-through operation for altering the pending mediated commitment according to the altered availability status, thereby producing an altered mediated commitment, wherein facilitating the mediated follow-through operation includes determining a revised follow-through action and preparing a revised follow-through communication including the revised follow-through action.

16. **(Currently Amended)** The method of claim 15 wherein facilitating the mediated follow-through operation includes:

attempting to contact, via a mediated party communication device, **[[a]] the** mediated party associated with the pending mediated commitment; and

transmitting, for reception by the mediated party communication device, the revised follow-through action in response to **[[a]] the** mediated party being contacted.

17. **(Currently Amended)** The method of claim 16, further comprising:
transmitting a postponement message for reception by the mediated party communication device in response to the revised follow-through action being unacceptable to the mediated party; and
updating ~~the~~ a mediated activity data set to reflect the postponement message being communicated.

18. **(Currently Amended)** The method of claim 16 wherein facilitating the mediated follow-through operation includes performing [[a]] the mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.

19. **(Currently Amended)** The method of claim 18, further comprising:
transmitting a postponement message for reception by the mediated party communication device in response to the mediated follow-through operation being unsuccessful at producing [[an]] the altered mediated commitment;
updating ~~the~~ a mediated activity data set to reflect the postponement message being communicated; and
updating the mediated activity data set to reflect [[an]] the altered mediated commitment in response to the mediated follow-through operation successfully producing [[an]] the altered mediated commitment.

20. **(Currently Amended)** The method of claim 15 wherein facilitating the mediated follow-through operation includes:
attempting to contact, via [[a]] the mediation subscriber communication device, [[a]] the mediation subscriber associated with the pending mediated commitment; and
transmitting, for reception by the mediation subscriber communication device, the revised follow-through action in response to [[a]] the mediation subscriber being contacted.

21. **(Currently Amended)** The method of claim 20, further comprising:
transmitting a postponement message for reception by the mediation subscriber communication device in response to the revised follow-through action being unacceptable to the mediation subscriber; and
updating ~~the~~ a mediated activity data set to reflect the postponement message being communicated.

22. **(Currently Amended)** The method of claim 20 wherein facilitating the mediated follow-through operation includes performing [[a]] the mediated follow-through operation in response to the revised follow-through action being acceptable to the mediation subscriber.

23. **(Currently Amended)** The method of claim 22, further comprising:
transmitting a postponement message for reception by the mediation subscriber communication device in response to the mediated follow-through operation being unsuccessful at producing [[an]] the altered mediated commitment;
updating ~~the~~ a mediated activity data set to reflect the postponement message being communicated; and
updating the mediated activity data set to reflect [[an]] the altered mediated commitment in response to the mediated follow-through operation successfully producing [[an]] the altered mediated commitment.

24. **(Currently Amended)** A computer program product, comprising:
a computer program processable by a data processor to implement a mediation subscriber communication device; and
an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the mediation system to:
receive a designation of an availability status of a mediation subscriber at the mediation subscriber communication device, the availability status indicating an availability of the mediation subscriber for receiving voice-based communication at the mediation subscriber communication device;
generate a pending mediated commitment based on the availability status, the pending mediated commitment indicating a scheduled commitment with a mediated party;
receive, ~~at a mediation system,~~ an altered context component;
determine ~~[[a]]~~ the pending mediated commitment associated with the altered context component; and
facilitate, ~~by the mediation system,~~ a mediated follow-through operation for altering the pending mediated commitment according to the altered context component, thereby producing an altered mediated commitment.

25. **(Currently Amended)** The computer program product of claim 24 wherein enabling the mediation system ~~to enabling the mediation system~~ to receive ~~[[an]]~~ the altered context component includes enabling the mediation system to receive an altered availability status.

26. **(Currently Amended)** The computer program product of claim 24 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

- determine a revised follow-through action;
- prepare a revised follow-through communication including the revised follow-through action; and
- attempt to contact, via a mediated party communication device, **[[a]] the** mediated party associated with the pending mediated commitment.

27. **(Currently Amended)** The computer program product of claim 26 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to transmit, for reception by the mediated party communication device, the revised follow-through action in response to **[[a]] the** mediated party being contacted.

28. **(Currently Amended)** The computer program product of claim 27 wherein the computer program is further capable of enabling the mediation system to:

- transmit a postponement message for reception by the mediated party communication device in response to the revised follow-through action being unacceptable to the mediated party; and
- update ~~the~~ **a** mediated activity data set to reflect the postponement message being communicated.

29. **(Currently Amended)** The computer program product of claim 27 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform **[[a]] the** mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.

30. **(Currently Amended)** The computer program product of claim 29 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediated party communication device in response to the mediated follow-through operation being unsuccessful at producing **[[an]] the** altered mediated commitment; and

update ~~the~~ **a** mediated activity data set to reflect the postponement message being communicated.

31. **(Currently Amended)** The computer program product of claim 29 wherein the computer program is further capable of enabling the mediation system to:

update ~~the~~ **a** mediated activity data set to reflect **[[an]] the** altered mediated commitment in response to the mediated follow-through operation successfully producing **[[an]] the** altered mediated commitment.

32. **(Currently Amended)** The computer program product of claim 24 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

determine a revised follow-through action;

prepare a revised follow-through communication including the revised follow-through action; and

attempt to contact, via **[[a]] the** mediation subscriber communication device, **[[a]] the** mediation subscriber associated with the pending mediated commitment.

33. **(Currently Amended)** The computer program product of claim 32 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation **system** to transmit, for reception by the mediation subscriber communication device, the revised follow-through action in response to **[[a]] the** mediation subscriber being contacted.

34. **(Currently Amended)** The computer program product of claim 33 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber communication device in response to the revised follow-through action being unacceptable to the mediation subscriber; and

update ~~the~~ a mediated activity data set to reflect the postponement message being communicated.

35. **(Currently Amended)** The computer program product of claim 33 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform ~~[[a]] the~~ mediated follow-through operation in response to the revised follow-through action being acceptable to the mediation subscriber.

36. **(Currently Amended)** The computer program product of claim 35 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber communication device in response to the mediated follow-through operation being unsuccessful at producing ~~[[an]] the~~ altered mediated commitment; and

update ~~the~~ a mediated activity data set to reflect the postponement message being communicated.

37. **(Currently Amended)** The computer program product of claim 35 wherein the computer program is further capable of enabling the mediation system to:

update ~~the~~ a mediated activity data set to reflect ~~[[an]] the~~ altered mediated commitment in response to the mediated follow-through operation successfully producing ~~[[an]] the~~ altered mediated commitment.

38. **(Currently Amended)** A computer program product for facilitating mediated virtual communication, comprising:

a computer program processable by a data processor to implement a mediation subscriber communication device; and

an apparatus from which the computer program is accessible by the mediation subscriber communication device;

the computer program capable of enabling the mediation system to:

receive a designation of an availability status of a mediation subscriber at the mediation subscriber communication device, the availability status indicating an availability of the mediation subscriber for receiving voice-based communication at the mediation subscriber communication device;

generate a pending mediated commitment based on the availability status, the pending mediated commitment indicating a scheduled voice-based communication from the mediation subscriber to a mediated party;

receive, ~~at a mediation system,~~ an altered ~~context component~~ availability status;

determine ~~[[a]]~~ the pending mediated commitment associated with the altered availability status; and

facilitate, ~~by the mediation system,~~ a mediated follow-through operation for altering the pending mediated commitment according to the altered availability status, thereby producing an altered mediated commitment, wherein facilitating the mediated follow-through operation includes determining a revised follow-through action and preparing a revised follow-through communication including the revised follow-through action.

39. **(Currently Amended)** The computer program product of claim 38 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

attempting to contact, via a mediated party communication device, **[[a]] the** mediated party associated with the pending mediated commitment; and

transmitting, for reception by the mediated party communication device, the revised follow-through action in response to **[[a]] the** mediated party being contacted.

40. **(Currently Amended)** The computer program product of claim 39 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediated party communication device in response to the revised follow-through action being unacceptable to the mediated party; and

update ~~the~~ **a** mediated activity data set to reflect the postponement message being communicated.

41. **(Currently Amended)** The computer program product of claim 39 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform **[[a]] the** mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.

42. **(Currently Amended)** The computer program product of claim 41 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediated party communication device in response to the mediated follow-through operation being unsuccessful at producing ~~[[an]]~~ the altered mediated commitment;

update ~~the~~ a mediated activity data set to reflect the postponement message being communicated; and

update the mediated activity data set to reflect ~~[[an]]~~ the altered mediated commitment in response to the mediated follow-through operation successfully producing ~~[[an]]~~ the altered mediated commitment.

43. **(Currently Amended)** The computer program product of claim 38 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

attempt to contact, via ~~[[a]]~~ the mediation subscriber communication device, ~~[[a]]~~ the mediation subscriber associated with the pending mediated commitment; and

transmit, for reception by the mediation subscriber communication device, the revised follow-through action in response to ~~[[a]]~~ the mediation subscriber being contacted.

44. **(Currently Amended)** The computer program product of claim 43 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber communication device in response to the revised follow-through action being unacceptable to the mediation subscriber; and

update ~~the~~ a mediated activity data set to reflect the postponement message being communicated.

45. **(Currently Amended)** The computer program product of claim 43 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform **[[a]] the** mediated follow-through operation in response to the revised follow-through action being acceptable to the mediation subscriber.

46. **(Currently Amended)** The computer program product of claim 45 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber communication device in response to the mediated follow-through operation being unsuccessful at producing **[[an]] the** altered mediated commitment;

update ~~the~~ **a** mediated activity data set to reflect the postponement message being communicated; and

update the mediated activity data set to reflect **[[an]] the** altered mediated commitment in response to the mediated follow-through operation successfully producing **[[an]] the** altered mediated commitment.

47. (Currently Amended) A system for facilitating mediated virtual communication, comprising:

a mediation system connected to a data packet network and to a voice network, the mediation system being capable of:

receiving a designation of an availability status of a mediation subscriber at a mediation subscriber communication device, the availability status indicating an availability of the mediation subscriber for receiving voice-based communication at the mediation subscriber communication device;

generating a pending mediated commitment based on the availability status, the pending mediated commitment indicating a scheduled commitment with a mediated party;

receiving, ~~at a mediation system,~~ an altered context component;

determining ~~[[a]]~~ the pending mediated commitment associated with the altered context component; and

facilitating, ~~by the mediation system,~~ a mediated follow-through operation for altering the pending mediated commitment according to the altered context component, thereby producing an altered mediated commitment.

48. (Original) The system of claim 47 wherein:

the mediation system includes a data packet client and a computer-telephone interface client; the data packet network includes a data packet server; and

the voice network includes a computer-telephone interface client sever and an interactive voice response system connected to the computer-telephone interface.